

# Learning Consultant Overview

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## **Goal:**

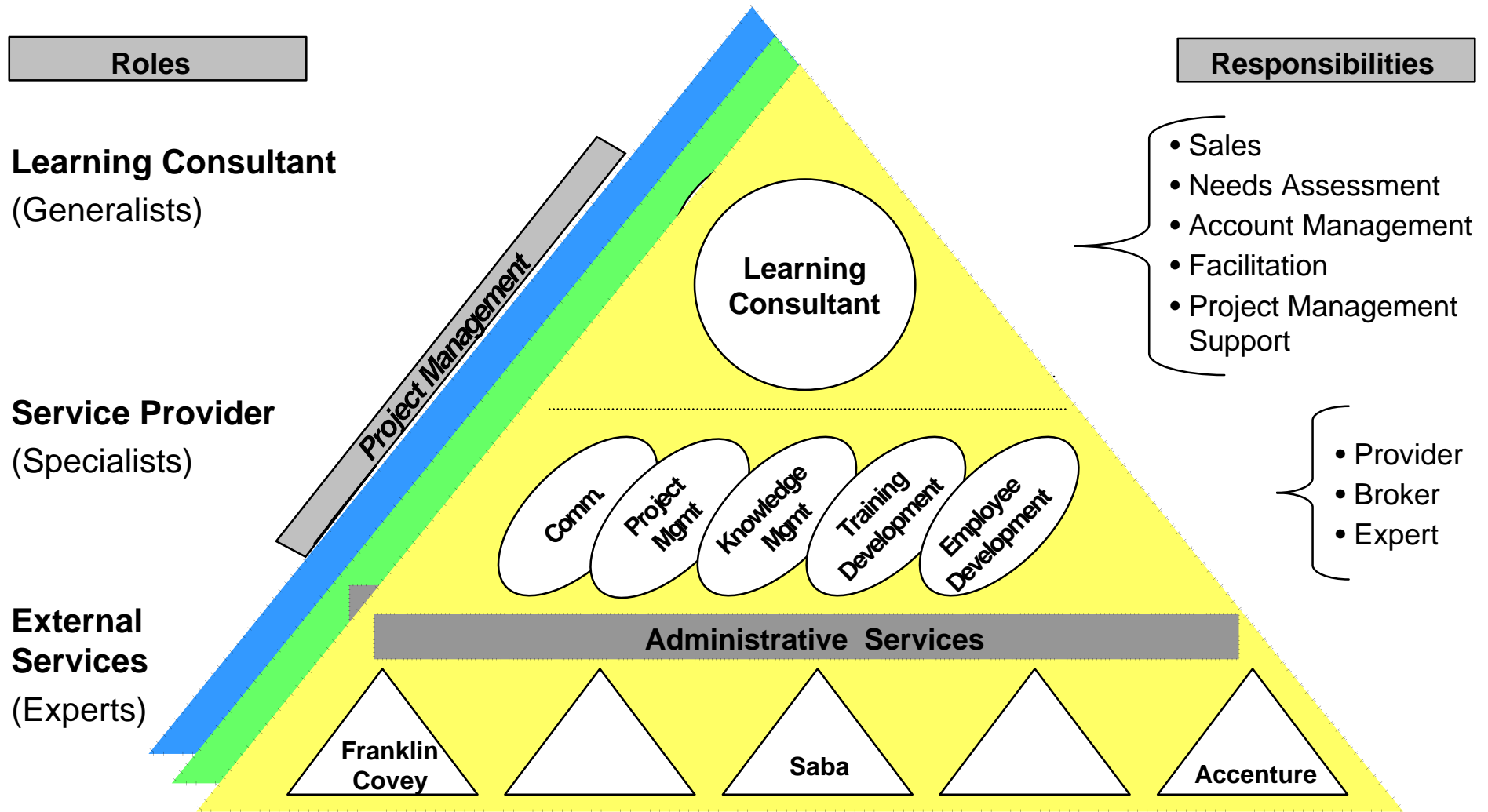
To facilitate access between channels / business units and SFA University programs and services through a consulting model.

## **Overview**

To outline the Learning Consultant role, this document includes the following:

- Illustration of the Learning Consultant role within the Service Delivery model
- Illustration of interactions within service delivery
- Learning Consultant roles and responsibilities
- SFA University capabilities and services

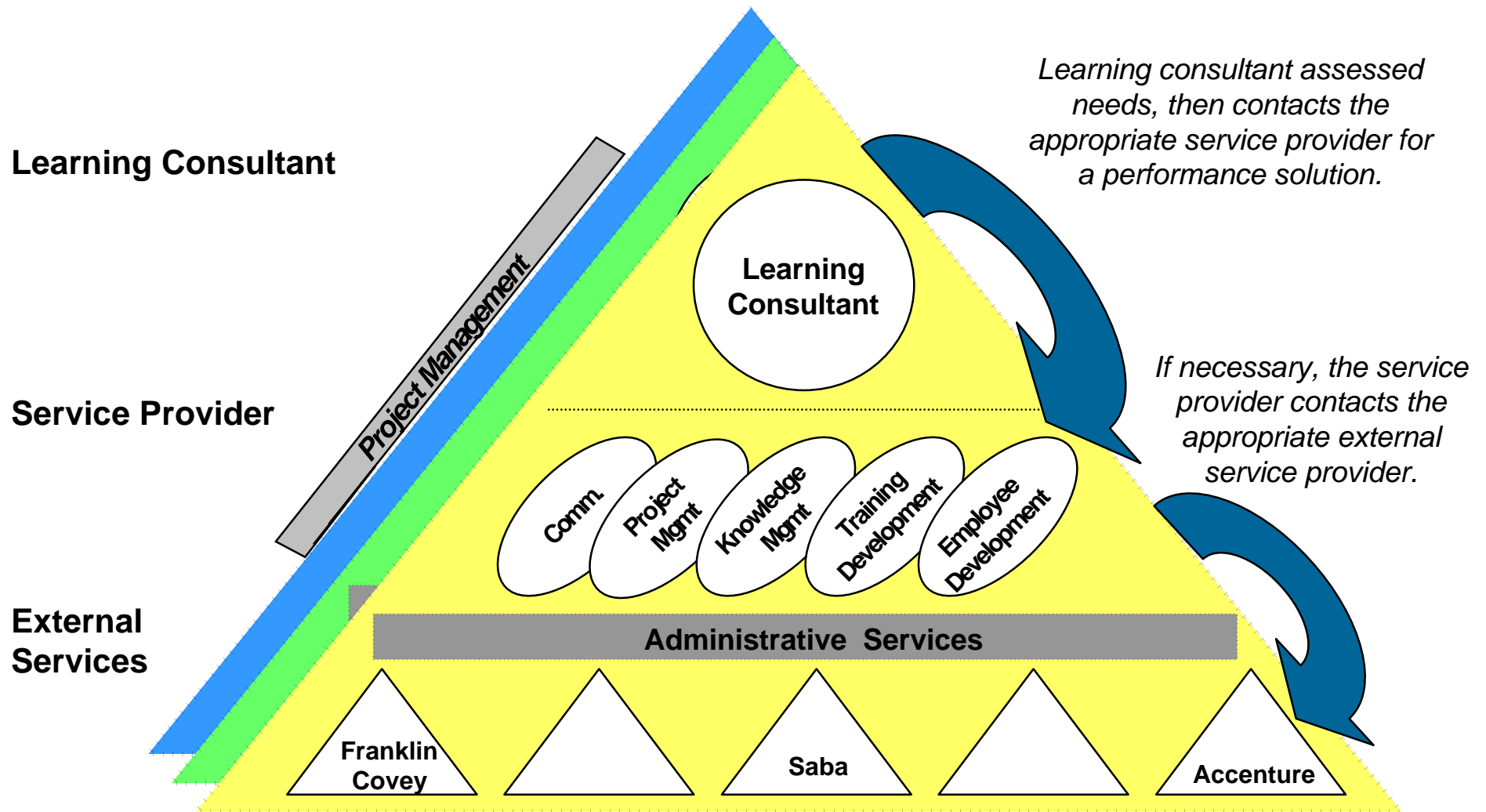
# Service Delivery Model



*Draft for discussion purposes*

# Interactions within Service Delivery

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# Learning Consultant Roles and Responsibilities

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## Key Roles:

- Sales representative
- Needs assessor
- Account manager
- Facilitator
- Project management coach

## Responsibilities:

- Provide link between SFA U. and channels/business units
- Serve as customer relations representative, communicating SFA U.'s offerings to other areas within SFA
- Identify employee or team needs and offer appropriate solutions
- Understand SFA U. offerings and their applicability throughout the organization, particularly in assigned areas
- Manage relationships and “accounts” with teams/areas
- Know processes involved in delivering SFA U. services

# SFA University Capabilities and Services

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The learning consultant links SFA's channels and operating units to SFA University. With the service providers, learning consultants determine which capabilities and services will best address the customer's needs.

At a basic level, SFA U.'s capabilities and service are:

- Facilitation
- Project management training and support
- Communications
- Training development and delivery
- eLearning tools
- Employee development
- Knowledge management
- Effective teams coaching
- Project planning support